

「プロだからわかる、あなたのスキルが活きる場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
Walters

【英語を活かす】カスタマーサクセスマネージャー / Customer Success Manager

世界的ITサービス企業にて、カスタマーサクセスマネージャーの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

世界的ITサービス企業

Job ID

1524742

Industry

Internet, Web Services

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 12 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

April 30th, 2025 15:00

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global IT service provider is looking for a Customer Success Manager. The selected candidate will manage customer relationships, drive product adoption, and ensure contract execution and satisfaction.

One of the world's leading IT service providers that has a long history of developing innovative technologies for security and identity management. Headquartered in Europe, this company is a true pioneer in providing software solutions for the government and private institutions.

Keywords:

カスタマーサクセス, マネジメント, ITサービス, 求人, 外資系

Job Ref: 294T3T

Responsibilities:

- Build and maintain strong customer relationships, ensuring contract execution and KPI fulfillment
- Analyse customer journey insights and develop success plans to support customer goals
- Drive adoption of products and features while proactively communicating updates
- Ensure operational readiness for new customers, renewals, and change requests
- Identify upsell opportunities to enhance customer value
- Handle escalations and coordinate internal teams for critical issues

Requirements:

- More than 5 years of experience as Operations Manager, Service Delivery Manager, or Customer Success Manager in the Telecom/ IT industry
- Proven industry standard software development and service management methodologies experience
- Prior direct customer facing experience is a plus
- Background in service delivery on cloud platform
- Familiarity in IT digital solutions setup
- Knowledge with customer success best practices is preferred
- Possess valid ITIL V4 Foundation or PMP certification is ideal
- Fluent level written and verbal English, Japanese, and Korean

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.